

## **HUMAN RESOURCES MANAGER**

# **Purpose:**

To actively support and uphold the City's stated mission and values. To supervise staff and to plan, assign, and manage activities and programs within the Human Resources Department; and to perform a variety of technical tasks relative to assigned areas of responsibility.

## **Supervision Received and Exercised:**

Receives general direction from the Human Resources Director.

Exercises direct supervision over professional, paraprofessional, technical and clerical staff.

# **Distinguishing Characteristics:**

Scope of authority and area(s) of assignment are determined by the Human Resources Director. Assignments may include but are not limited to the following areas: Recruitment and Selection; Classification and Compensation; Employee Relations; Benefits; Leave Management; Information Systems; and/or Organizational Development.

#### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies.
- Maintain effective communication and consistent one-on-one dialogue with staff on a regular basis.
- Participate in the hiring selection of staff; discuss job duties and performance expectations; set performance goals; provide proactive performance planning through ePerformance; utilize the ePlan to formalize performance goals, outline professional development plans, and discuss job competencies; utilize the eLog as

### CITY OF TEMPE

Human Resources Manager (continued)

an electronic dialogue tool and communication resource for transparent documentation; provide or coordinate staff training; and work with individual employees to correct deficiencies and implement discipline procedures as necessary.

- Evaluate and monitor current processes and the efficiency and effectiveness of service
  to all City departments; recommend improvements and modifications to streamline
  work processes; prepare various reports on operations, activities, and
  recommendations; review, recommend and assist in the implementation of goals and
  objectives for assigned areas.
- Oversee all human resources information system (PeopleSoft) data entry and modifications related to areas of responsibility.
- Coordinate workgroup activities with other divisions, other city departments, and with outside agencies.
- Respond to requests and inquiries from management, employees, bargaining units, other governmental agencies and the general public.
- Investigate complaints regarding processes in areas of responsibility; provide education and/or training regarding City personnel policies and procedures; identify and resolve procedural and operational problems.
- Research, evaluate and interpret any federal, state, and / or local laws as well as the City Personnel Rules and Regulations, various MOU documents, and plan documents pertaining to areas of responsibility; prepare any clarifications or recommend changes as necessary.
- Represent the department and/or the City at meetings and professional associations.
- Participate in budget preparation; prepare cost estimates for budget recommendations if required; be familiar with City budgeting practices and procedures.
- Perform related duties of assigned area(s).

#### When assigned to recruitment and selection:

- Provide oversight of and assist as required in recruitment and selection processes for all City departments.
- Supervise the administration of all new hire programs including back-ground checks, fingerprinting, drug screening, medical evaluations, and I-9 forms.

#### When assigned to classification and compensation:

### CITY OF TEMPE

Human Resources Manager (continued)

 Supervise, assess requests for, and participate in classification and compensation reviews from all City Departments; review City policies and procedures relative to classification and compensation and suggest changes as appropriate; oversee the completion and implementation of market surveys and pay adjustments.

## When assigned to employee relations:

 Assist with employee relations issues including EEOC charges and employee grievances; interpret and explain the requirements of the FMLA, FLSA, ADA, ADEA, TITLE VII, and any other applicable state and federal laws; work with the City Attorney's office as necessary on employment law issues.

### When assigned to benefits:

- Oversee the administration, analysis and design of employee benefits/insurance programs; recommend goals and objectives; establish schedules and methods for maintaining the employee benefits, wellness and deferred compensation programs; assist in the development of policies and procedures.
- Administer the city's deferred compensation program; maintain and update 457, Roth 457, and 401(k) plan documents, review and approve participation applications, distribution requests and financial hardship requests for compliance with plan document. Serves as Staff Assistant to the Deferred Compensation Board.
- Oversee and coordinate the city's wellness and various retirement health programs as well as other programs related to employee benefits and employee health/fitness.

#### When assigned to organizational development:

- Develop and market quality education, organizational development, and training programs that reflect the City of Tempe's mission and values; plan, organize and direct the staff and activities of the Tempe Learning Center.
- Manage and monitor activities of educational partnership institutions.

### When assigned to information systems:

- Oversee the HRIS platform and all software programs utilized by the Human Resources Department; work with appropriate IT staff to evaluate the department's technology needs and to assist with the coordination and implementation of new or upgraded software programs.
- Research and review opportunities for better utilization of existing or new technology that may streamline and improve human resource processes; develop proposals, including budget information and implementation timelines, for purchase of new software and/or technology.

#### CITY OF TEMPE

Human Resources Manager (continued)

 Develop and/or maintain the department's outreach and communication through technology to the employee population; continuous improvement of self-service options for employees and departments needing information about and access to human resource services and processes.

#### **Minimum Qualifications:**

#### **Experience:**

Four years of professional, journey-level human resources experience in at least one of the specific program areas, including two years of supervisory responsibility in a human resources setting.

#### **Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resources management, personnel management, psychology, public or business administration or degree related to the core functions of this position.

#### **Licenses/Certifications:**

Professional Human Resources certification is preferred, such as:

- PHR (Professional in Human Resources)
- SPHR (Senior Professional in Human Resources)
- IPMA-CP (Certified Professional in Human Resources)
- CCP (Certified Compensation Professional)
- CBP (Certified Benefits Professional)

### **Examples of Physical and/or Mental Activities:**

- Work in a stationary position for considerable periods of time
- Operates office equipment, such as computers, copy machine and calculators.
- Extensive reading and close vision work
- May require working extended hours

#### Competencies:

(Pending)

Job Code: 448

Status: FLSA Exempt / Classified